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ABSTRACT

In order to determine the word frequency of written business vocabulary, 5,000 letters were sent to a nationwide random sample of members of the National Secretaries Association, asking them to submit copies of up to three pieces of written business communications (letters, memoranda, and reports) typed recently in their offices. A total of 1,411 respondents submitted 2,504 usable documents for the analysis, a response rate of 33 percent. The most frequently represented industry was manufacturing, and the the least frequently represented industry was business and repair services. Chi-square analysis revealed no significant differences between the sample and the population of industries stratified by the percentages of typists, secretaries, and other clerical workers employed in each industry. Slightly more than half of the documents submitted were letters. The 2,504 documents analyzed contained 606,496 total words and 15,522 different words. The 10 most frequently occurring words accounted for one-half of all word occurrences. (This report contains lists of the 500 most frequently occurring words in written business communications by rank and by alphabetical order, lists of 100 most frequently used words by industry, lists of sexist words, and sample uses of the words in typing and shorthand lessons.) (KC)

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THE FORMAT AND CONTENT OF WRITTEN BUSINESS COMMUNICATIONS

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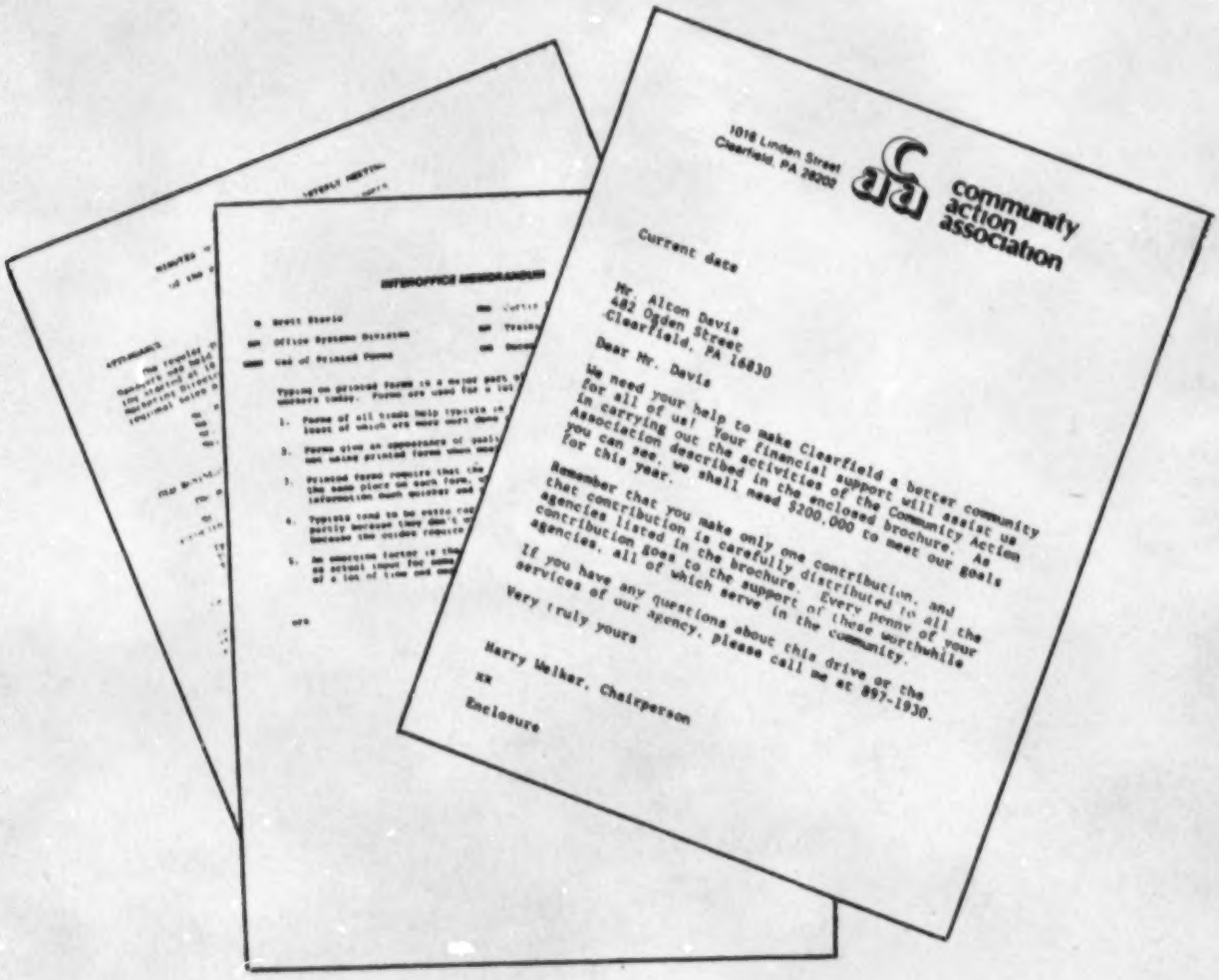
1018 Linden Street
Clearfield, PA 16830
community action association
Current date
Mr. Alton Davis
482 Ogden Street
Clearfield, PA 16830
Dear Mr. Davis
We need your help to make Clearfield a better community for all of us! Your financial support will assist us in carrying out the activities of the Community Action Association described in the enclosed brochure. As you can see, we shall need $200,000 to meet our goals for this year.
Remember that you make only one contribution, and that contribution is carefully distributed to all the agencies listed in the brochure. Every penny of your contribution goes to the support of these worthwhile agencies, all of which serve in the community.
If you have any questions about this drive or the services of our agency, please call me at 897-1930.
Very truly yours
Harry Walker, Chairperson
xx
Enclosure

RESEARCH RESULTS AND SAMPLE CURRICULUM MATERIALS

THE BASIC VOCABULARY OF WRITTEN BUSINESS COMMUNICATIONS
(Project No. 81-902-111-03)

DR. SCOT OBER
ARIZONA STATE UNIVERSITY

CE 030809

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THE WORD FREQUENCY OF WRITTEN BUSINESS COMMUNICATIONS

This study was funded by the Arizona Department of Education (Scot Ober, The Word Frequency of Written Business Communications, Research Project 81-902-111-03, Arizona Department of Education, Phoenix, 1981). A more detailed description of the procedures described below is contained in the complete report.

PROCEDURES

In order to determine the word frequency of written business vocabulary, 5,000 letters were sent to a nationwide random sample of members of the National Secretaries Association, International, asking them to submit copies of up to three pieces of written business communications (letters, memorandums, and reports) typed recently in their offices.

The NSA membership list was used for the mailing because it was thought that such members would comprise a more representative sample of all types of business offices than would be the case if, for example, the mailing were made to personnel managers, which may have resulted in a situation in which the majority of the working papers submitted would have come from personnel offices, giving those offices undue representation in the sample.

Two weeks after the original letter was mailed, a follow-up postcard was sent. The data were collected between September and November of 1980.

Forty-two of the original 5,000 letters mailed were returned because of incorrect addresses, 557 people responded that they were retired and thus could not participate, and 112 responded that they presently work in a nonsecretarial-related position; thus, the effective mailout was 4,289. A total of 1,411 respondents submitted 2,504 usable documents for the analysis, resulting in a response rate of 33 percent.

The most frequently represented industry was manufacturing, and the least frequently represented industry was business and repair services. Chi-square analysis revealed no significant differences between the sample and the population of industries stratified by the percentages of typists, secretaries, and other clerical workers employed in each industry. Almost two-thirds of the companies represented in this study had an estimated net worth of over $1 million. Every state except Wyoming was represented in the analysis. The Midwest (those company addresses with a ZIP Code beginning with the digit 4) had the largest representation, and the Southwest (ZIP Codes beginning with the digit 8) had the lowest representation.

Slightly over half of the 2,504 documents submitted for the analysis were letters, as shown in Table 1.

TABLE 1. TYPE OF DOCUMENT

Type	No.	Percent
Letters	1,349	54%
Memorandums	756	30
Reports	383	15
Other	16	1
Total	2,504	100%

About half the documents analyzed were typed by secretaries, while word processing personnel prepared only 5 percent, as shown in Table 2.

TABLE 2. TYPIST'S JOB TITLE

Job Title	No.	Percent
Secretary	1,219	49%
Administrative assistant	374	15
Clerk-typist	153	6
Word processing operator	134	5
Combination of above	432	17
No response	192	8
Total	2,504	100%

The 2,504 documents analyzed contained 606,496 total words and 15,522 different words. The 10 most frequently occurring words account for one-fourth of all word occurrences, and the 100 most frequently occurring words account for one-half of all word occurrences, as shown in Table 3.

TABLE 3. PROPORTION OF WORDS IN EACH WORD GROUP

Word Group (by frequency of occurrence)	Total Frequency	Cumul. Percent
First 10 words	154,248	25%
First 25 words	221,521	36
First 50 words	264,839	44
First 100 words	303,163	50
First 500 words	418,829	69
First 1,000 words	476,148	78
First 1,500 words	508,216	84
First 5,000 words	580,140	96
First 10,000 words	600,160	99
First 15,000 words	605,974	100
Total 15,522 words	606,496	100

EDITING DECISIONS

The following guidelines were used in editing the documents:

1. Webster's New Collegiate Dictionary (1975) is the source used for reference.

2. Only the bodies of the documents were analyzed; all heading data (including salutations and closings in letters) were excluded from the analysis.

3. All numbers (with the exception of one, which is often used in a noncounting sense, such as "any one of you") were excluded, whether the numbers were written as figures or as words in the documents.

4. All proper names were excluded. A proper name is defined as any word shown in the dictionary with an initial capital.

   The only exception to this guideline is the inclusion of the word I and its derrivatives.

5. Only words appearing in the dictionary (or common derrivatives of these words) are included.

6. All abbreviations were excluded. For those researchers who are interested, listed below are the frequencies of occurrence of all abbreviations excluded from the listings that have a frequency of occurrence greater than 1:

Mr.	1,167	Mrs.	152
p.m.	342	Ms.	38
etc.	267	i.e.	30
a.m.	228	e.g.	5
Dr.	212	TV	3

   Words that were abbreviated in a particular document but that are more commonly found written in full are included as an occurrence of the spelled-out word. Thus, ea. and no. were counted as occurrences of each and number, respectively.

   Words that are simply shortened forms of longer words (such as memo, gym, and typo) are included as separate words if they are shown in the dictionary as separate words and not as abbreviations.

7. Where two spellings of a word are shown in the dictionary, the first spelling shown is the one used in the listings, and other spellings of the word were changed to conform to the first spelling shown in the dictionary.

8. All accent marks were excluded. Thus, café is listed as cafe, and résumé is listed as resume.

9. Compound words joined by a hyphen and consisting of two separate words are treated as two separate words, without a hyphen. Thus, the term trade-in was counted as one occurrence of trade and one occurrence of in.

NOTE: Although some researchers may legitimately question the exclusion of certain words based upon the above procedures, it was felt that for the sake of consistency and objectivity, explicit procedures had to be developed that could be applied uniformly in all cases.

EXPLANATION OF THE LISTINGS

In the rank and alphabetical listings that follow, the column labeled Freq gives the frequency of occurrence of the individual word in the 606,496 running words analyzed.

The column labeled Rank gives the unadjusted rank of the word based upon its frequency of occurrence. Words with identical frequencies of occurrence are listed in alphabetical order, and each is assigned a different rank.

The column labeled Nth Wd (representing "nth word") tells how often the word can be expected to occur in typical business communications. Thus, the word services, which is the 100th most frequently occurring word, can be expected to occur once in every 1,043 running words of typical business communication.

TABLE 1. RANK LISTING OF THE 500 MOST FREQUENTLY OCCURRING WORDS IN WRITTEN BUSINESS COMMUNICATIONS

Word	Freq.	Rank	Word	Freq	Rank
the	40,400	1	one	1,039	51
of	21,745	2	they	1,025	52
to	20,528	3	there	1,019	53
and	17,724	4	no	1,014	54
in	12,486	5	work	972	55
a	10,373	6	such	949	56
for	9,392	7	company	926	57
be	8,169	8	he	909	58
is	7,222	9	information	885	59
that	6,209	10	office	884	60
on	5,606	11	each	880	61
you	5,474	12	some	868	62
this	5,434	13	us	859	63
will	5,387	14	but	849	64
we	5,280	15	more	848	65
with	4,646	16	service	847	66
as	4,634	17	system	820	67
are	4,432	18	do	816	68
have	4,077	19	meeting	796	69
by	4,033	20	made	773	70
your	3,954	21	me	766	71
or	3,755	22	shall	766	72
at	3,589	23	up	766	73
I	3,560	24	department	760	74
our	3,412	25	when	759	75
it	2,948	26	than	733	76
not	2,789	27	his	724	77
from	2,723	28	order	723	78
an	2,316	29	use	721	79
was	2,301	30	who	720	80
would	2,253	31	number	709	81
all	2,215	32	so	696	82
if	2,137	33	cost	693	83
which	2,062	34	during	679	84
has	2,004	35	following	679	85
any	1,973	36	out	671	86
should	1,625	37	only	667	87
time	1,621	38	date	654	88
been	1,592	39	had	651	89
please	1,285	40	under	645	90
these	1,236	41	report	639	91
program	1,217	42	area	637	92
can	1,214	43	letter	637	93
other	1,209	44	plan	636	94
year	1,156	45	about	629	95
may	1,150	46	through	614	96
were	1,150	47	must	610	97
new	1,048	48	employees	593	98
also	1,047	49	my	588	99
their	1,047	50	services	581	100

Word	Freq.	Rank	Word	Freq.	Rank
make	578	101	employee	448	151
first	573	102	form	446	152
school	567	103	sales	446	153
per	566	104	most	443	154
enclosed	556	105	into	441	155
after	555	106	attached	431	156
its	555	107	possible	429	157
committee	554	108	within	429	158
total	548	109	period	428	159
review	547	110	development	425	160
state	547	111	part	424	161
being	546	112	over	423	162
very	540	113	upon	423	163
however	536	114	because	419	164
project	534	115	since	419	165
used	526	116	necessary	413	166
them	525	117	received	413	167
copy	516	118	both	408	168
years	516	119	present	408	169
board	514	120	staff	406	170
call	513	121	same	405	171
business	507	122	contract	403	172
city	503	123	future	402	173
required	503	124	month	400	174
interest	501	125	section	398	175
now	501	126	people	395	176
personnel	500	127	current	394	177
amount	499	128	last	392	178
know	499	129	due	390	179
above	498	130	many	384	180
could	498	131	further	382	181
equipment	496	132	corporation	379	182
policy	494	133	rate	377	183
what	494	134	before	376	184
provide	493	135	then	376	185
questions	492	136	line	373	186
available	490	137	days	371	187
need	490	138	provided	371	188
insurance	488	139	see	371	189
am	484	140	group	370	190
additional	481	141	special	370	191
day	477	142	way	368	192
well	474	143	agreement	364	193
general	473	144	good	363	194
those	472	145	next	352	195
like	459	146	contact	350	196
request	458	147	job	350	197
control	454	148	thank	348	198
data	453	149	center	346	199
management	451	150	between	345	200

Word	Freq.	Rank	Word	Freq.	Rank
costs	345	201	requirements	288	251
students	344	202	tax	288	252
problems	342	203	approval	285	253
week	340	204	directors	285	254
completed	339	205	said	285	255
return	337	206	student	283	256
where	336	207	working	283	257
education	334	208	without	282	258
feel	331	209	change	281	259
prior	331	210	set	281	260
property	331	211	based	280	261
regarding	330	212	unit	280	262
help	329	213	again	279	263
her	327	214	hope	279	264
plant	327	215	much	279	265
programs	327	216	schedule	279	266
include	326	217	major	278	267
material	326	218	payment	276	268
full	325	219	division	274	269
building	324	220	support	273	270
basis	323	221	training	273	271
complete	314	222	appropriate	272	272
give	314	223	get	272	273
take	313	224	she	272	274
several	312	225	until	272	275
action	310	226	given	271	276
areas	309	227	members	271	277
changes	309	228	approved	270	278
procedures	309	229	held	270	279
items	307	230	products	270	280
note	305	231	included	269	281
case	303	232	paid	269	282
does	303	233	course	268	283
county	302	234	end	268	284
how	302	235	proposed	268	285
increase	302	236	room	268	286
pay	300	237	purchase	264	287
problem	300	238	effective	263	288
public	300	239	list	263	289
financial	297	240	percent	263	290
months	296	241	meet	262	291
account	295	242	planning	262	292
high	294	243	did	261	293
needs	294	244	law	261	294
subject	294	245	position	261	295
check	293	246	appreciate	258	296
forward	292	247	place	257	297
opportunity	291	248	home	256	298
application	288	249	personal	256	299
price	288	250	production	256	300

Word	Freq.	Rank	Word	Freq.	Rank
right	256	301	president	229	351
community	255	302	decision	228	352
long	255	303	just	228	353
concerning	254	304	product	226	354
find	254	305	construction	225	355
loan	254	306	second	225	356
study	254	307	systems	225	357
water	254	308	telephone	225	358
air	253	309	believe	224	359
level	253	310	budget	224	360
records	253	311	local	224	361
approximately	252	312	audit	223	362
benefits	252	313	name	223	363
commission	252	314	assistance	221	364
hours	252	315	final	221	365
leave	251	316	health	221	366
continue	250	317	therefore	221	367
life	247	318	another	220	368
term	247	319	look	220	369
credit	246	320	medical	220	370
proposal	246	321	written	220	371
process	245	322	done	218	372
back	244	323	meetings	218	373
including	243	324	page	218	374
requested	242	325	accounts	216	375
while	242	326	matter	216	376
annual	241	327	balance	215	377
plans	241	328	him	215	378
addition	240	329	notice	213	379
activities	238	330	want	212	380
let	237	331	bank	211	381
item	235	332	here	211	382
receive	235	333	require	211	383
employment	234	334	stock	211	384
materials	234	335	design	209	385
off	234	336	director	209	386
manager	233	337	type	209	387
past	233	338	using	209	388
quality	233	339	results	206	389
important	232	340	able	205	390
market	232	341	indicated	205	391
might	232	342	record	205	392
statement	232	343	faculty	204	393
copies	231	344	association	203	394
soon	231	345	charge	203	395
best	230	346	every	203	396
individual	230	347	file	203	397
processing	230	348	operation	203	398
reports	230	349	still	203	399
energy	229	350	engineering	202	400

Word	Freq.	Rank	Word	Freq.	Rank
performance	202	401	currently	180	451
existing	201	402	power	180	452
funds	201	403	procedure	180	453
outside	201	404	rates	180	454
premium	201	405	recent	180	455
taken	201	406	site	180	456
college	200	407	district	179	457
coverage	200	408	orders	179	458
weeks	200	409	care	178	459
less	199	410	computer	178	460
maintenance	199	411	expense	178	461
motion	199	412	test	177	462
person	199	413	think	177	463
free	198	414	experience	176	464
result	198	415	monthly	176	465
asked	197	416	value	176	466
field	197	417	security	175	467
purpose	197	418	units	175	468
income	196	419	whether	175	469
operations	196	420	accounting	174	470
question	196	421	needed	173	471
discussed	195	422	safety	173	472
better	194	423	act	172	473
scheduled	194	424	considered	172	474
specific	194	425	least	172	475
incorporated	192	426	operating	172	476
council	191	427	sure	172	477
fact	191	428	come	171	478
national	191	429	related	171	479
down	190	430	inventory	170	480
discuss	189	431	send	170	481
savings	189	432	below	169	482
either	188	433	cannot	169	483
having	188	434	interested	169	484
conditions	187	435	member	169	485
responsibility	187	436	point	169	486
university	187	437	location	168	487
submitted	186	438	response	168	488
various	186	439	attend	167	489
event	185	440	determine	167	490
gas	185	441	payable	166	491
term	185	442	visit	166	492
wish	185	443	forms	165	493
although	184	444	hospital	165	494
research	184	445	policies	165	495
federal	183	446	show	165	496
involved	182	447	customers	164	497
organization	182	448	even	164	498
sent	182	449	offer	164	499
keep	181	450	status	164	500

TABLE 2. ALPHABETIC LISTING OF THE 500 MOST FREQUENTLY OCCURRING WORDS IN WRITTEN BUSINESS COMMUNICATIONS

Word	Frequency	Rank	Nth Word
a	10373	6	58
able	205	390	2958
about	629	95	964
above	498	130	1217
account	295	242	2055
accounting	174	470	3485
accounts	216	375	2807
act	172	473	3526
action	310	226	1956
activities	238	330	2548
addition	240	329	2527
additional	481	141	1260
after	555	106	1092
again	279	263	2173
agreement	364	193	1666
air	253	309	2397
all	2215	32	273
also	1047	49	579
although	184	444	3296
am	484	140	1253
amount	499	128	1215
an	2316	29	261
and	17724	4	34
annual	241	327	2516
another	220	368	2756
any	1973	36	307
application	288	249	2105
appreciate	258	296	2350
appropriate	272	272	2229
approval	285	253	2128
approved	270	278	2246
approximately	252	312	2406
are	4432	18	136
area	637	92	952
areas	309	227	1962
as	4634	17	130
asked	197	416	3078
assistance	221	364	2744
association	203	394	2987
at	3589	23	168
attached	431	156	1407
attend	167	489	3631
audit	223	362	2719
available	490	137	1237
back	244	323	2485

Word	Frequency	Rank	Nth Word
balance	215	377	2820
bank	211	381	2874
based	280	261	2166
basis	323	221	1877
be	8169	8	74
because	419	164	1447
been	1592	39	380
before	376	184	1613
being	546	112	1110
believe	224	359	2707
below	169	482	3588
benefits	252	313	2406
best	230	346	2636
better	194	423	3126
between	345	200	1757
board	514	120	1179
both	408	168	1486
budget	224	360	2707
building	324	220	1871
business	507	122	1196
but	849	64	714
by	4033	20	150
call	513	121	1182
can	1214	43	499
cannot	169	483	3588
care	178	459	3407
case	303	232	2001
center	346	199	1752
change	281	259	2158
changes	309	228	1962
charge	203	395	2987
check	293	246	2069
city	503	123	1205
college	200	407	3032
come	171	478	3546
commission	252	314	2406
committee	554	108	1094
community	255	302	2378
company	926	57	654
complete	314	222	1931
completed	339	205	1789
computer	178	460	3407
concerning	254	304	2387
conditions	187	435	3243
considered	172	474	3526
construction	225	355	2695
contact	350	196	1732
continue	250	317	2425
contract	403	172	1504
control	454	148	1335
copies	231	344	2625

Word	Frequency	Rank	Nth Word
copy	516	118	1175
corporation	379	182	1600
cost	693	83	875
costs	345	201	1757
could	498	131	1217
council	191	427	3175
county	302	234	2008
course	268	283	2263
coverage	200	408	3023
credit	246	320	2465
current	394	177	1539
currently	180	451	3369
customers	164	497	3698
data	453	149	1338
date	654	88	927
day	477	142	1271
days	371	187	1634
decision	228	352	2660
department	760	74	798
design	209	385	2901
determine	167	490	3631
development	425	160	1427
did	261	293	2323
director	209	386	2901
directors	285	254	2128
discuss	189	431	3208
discussed	195	422	3110
district	179	457	3388
division	274	269	2213
do	816	68	743
does	303	233	2001
done	218	372	2782
down	190	430	3192
due	390	179	1555
during	679	84	893
each	880	61	689
education	334	208	1815
effective	263	288	2306
either	188	433	3226
employee	448	151	1353
employees	593	98	1022
employment	234	334	2591
enclosed	556	105	1090
end	268	284	2263
energy	229	350	2648
engineering	202	400	3002
equipment	496	132	1222
even	164	498	3698
event	185	440	3278
every	203	396	2987
existing	201	402	3017

Word	Frequency	Rank	Nth Word
expense	178	461	3407
experience	176	464	3446
fact	191	428	3175
faculty	204	393	2973
federal	183	446	3314
feel	331	209	1832
field	197	417	3078
file	203	397	2987
final	221	365	2744
financial	297	240	2042
find	254	305	2387
first	573	102	1058
following	679	85	893
for	9392	7	64
form	446	152	1359
forms	165	493	3675
forward	292	247	2077
free	198	414	3063
from	2723	28	222
full	325	219	1866
funds	201	403	3017
further	382	181	1587
future	402	173	1508
gas	185	441	3278
general	473	144	1282
get	272	273	2229
give	314	223	1931
given	271	276	2237
good	363	194	1670
group	370	190	1639
had	651	89	931
have	4077	19	148
having	188	434	3226
has	2004	35	302
he	909	58	667
health	221	366	2744
held	270	279	2246
help	329	213	1843
her	327	214	1854
here	211	382	2874
high	294	243	2062
him	215	378	2820
his	724	77	837
home	256	298	2369
hope	279	264	2173
hospital	165	494	3675
hours	252	315	2406
how	302	235	2008
however	536	114	1131
I	3560	24	170
if	2137	33	283

Word	Frequency	Rank	Nth Word
in	12486	5	48
important	232	340	2614
include	326	217	1860
included	269	281	2254
including	243	324	2495
income	196	419	3094
incorporated	192	426	3158
increase	302	236	2008
indicated	205	391	2958
individual	230	347	2636
information	885	59	685
insurance	488	139	1242
interest	501	125	1210
interested	169	484	3588
into	441	155	1375
inventory	170	480	3567
involved	182	447	3332
is	7222	9	83
it	2948	26	205
item	235	332	2580
items	307	230	1975
its	555	107	1092
job	350	197	1732
just	228	353	2660
keep	181	450	3350
know	499	129	1225
last	392	178	1647
law	261	294	2323
least	172	475	3526
leave	251	316	2416
less	199	410	3047
let	237	331	2559
letter	637	93	952
level	253	310	2397
life	247	318	2455
like	459	146	1321
line	373	186	1625
list	263	289	2306
loan	254	306	2387
local	224	361	2707
location	168	487	3610
long	255	303	2378
look	220	369	2756
made	773	70	784
maintenance	199	411	3047
major	278	267	2181
make	578	101	1049
management	451	150	1344
manager	233	337	2602
many	384	180	1579
market	232	341	2614

Word	Frequency	Rank	Nth Word
material	326	218	1860
materials	234	335	2591
matter	216	376	2807
may	1150	46	527
me	766	71	791
medical	220	370	2756
meet	262	291	2314
meeting	796	69	761
meetings	218	373	2782
member	169	485	3588
members	271	277	2237
might	232	342	2614
month	400	174	1516
monthly	176	465	3446
months	296	241	2048
more	848	65	715
most	443	154	1369
motion	199	412	3047
much	279	265	2173
must	610	97	994
my	588	99	1031
name	223	363	2719
national	191	429	3175
necessary	413	166	1468
need	490	138	1237
needed	173	471	3505
needs	294	244	2062
new	1048	48	578
next	352	195	1723
no	1014	54	598
not	2789	27	217
note	305	231	1988
notice	213	379	2847
now	501	126	1210
number	709	81	855
of	21745	2	27
off	234	336	2591
offer	164	499	3698
office	884	60	686
on	5606	11	108
one	1039	51	583
only	667	87	909
operating	172	476	3526
operation	203	398	2987
operations	196	420	3094
opportunity	291	248	2084
or	3755	22	161
order	723	78	838
orders	179	458	3388
organization	182	448	3332
other	1209	44	501

Word	Frequency	Rank	Nth Word
our	3412	25	177
out	671	86	903
outside	201	404	3017
over	423	162	1433
paid	269	282	2254
page	218	374	2782
part	424	161	1430
past	233	338	2602
pay	300	237	2021
payable	166	491	3653
payment	276	268	2197
people	395	176	1535
per	566	104	1071
percent	263	290	2306
performance	202	401	3002
period	428	159	1417
person	199	413	3047
personal	256	299	2369
personnel	500	127	1212
place	257	297	2359
plan	636	94	953
planning	262	292	2314
plans	241	328	2516
plant	327	215	1854
please	1285	40	471
point	169	486	3588
policies	165	495	3675
policy	494	133	1227
position	261	295	2323
possible	429	157	1413
power	180	452	3369
premium	201	405	3017
present	408	169	1486
president	229	351	2648
price	288	250	2105
prior	331	210	1832
problem	300	238	2021
problems	342	203	1773
procedure	180	453	3369
procedures	309	229	1962
process	245	322	2475
processing	230	348	2636
product	226	354	2683
production	256	300	2369
products	270	280	2246
program	1217	42	498
programs	327	216	1854
project	534	115	1135
property	331	211	1832
proposal	246	321	2465
proposed	268	285	2263

Word	Frequency	Rank	Nth Word
provide	493	135	1230
provided	371	188	1634
public	300	239	2021
purchase	264	287	2297
purpose	197	418	3078
quality	233	339	2602
question	196	421	3094
questions	492	136	1232
rate	377	183	1608
rates	180	454	3369
receive	235	333	2580
received	413	167	1468
recent	180	455	3369
record	205	392	2958
records	253	311	2397
regarding	330	212	1837
related	171	479	3546
report	639	91	949
reports	230	349	2636
request	458	147	1324
requested	242	325	2506
require	211	383	2874
required	503	124	1205
requirements	288	251	2105
research	184	445	3296
response	168	488	3610
responsibility	187	436	3243
result	198	415	3063
results	206	389	2944
return	337	206	1799
review	547	110	1108
right	256	301	2369
room	268	286	2263
safety	173	472	3505
said	285	255	2128
sales	446	153	1359
same	405	171	1497
savings	189	432	3208
schedule	279	266	2173
scheduled	194	424	3126
school	567	103	1069
second	225	356	2695
section	398	175	1523
security	175	467	3465
see	371	189	1634
send	170	481	3567
sent	182	449	3332
service	847	66	716
services	581	100	1043
set	281	260	2158
several	312	225	1943

Word	Frequency	Rank	Nth Word
shall	766	72	791
she	272	274	2229
should	1625	37	373
show	165	496	3675
since	419	165	1447
site	180	456	3369
so	696	82	871
some	868	62	698
soon	231	345	2625
special	370	191	1639
specific	194	425	3126
staff	406	170	1493
state	547	111	1108
statement	232	343	2614
status	164	500	3698
still	203	399	2987
stock	211	384	2874
student	283	256	2143
students	344	202	1763
study	254	307	2387
subject	294	245	2062
submitted	186	438	3260
such	949	56	639
support	273	270	2221
sure	172	477	3526
system	820	67	739
systems	225	357	2695
take	313	224	1937
taken	201	406	3017
tax	288	252	2105
telephone	225	358	2695
term	247	319	2455
terms	185	442	3278
test	177	462	3426
than	733	76	827
thank	348	198	1742
that	6209	10	97
the	40400	1	15
their	1047	50	579
them	525	117	1155
then	376	185	1613
there	1019	53	595
therefore	221	367	2744
these	1236	41	490
they	1025	52	591
think	177	463	3426
this	5434	13	111
those	472	145	1284
through	614	96	987
time	1621	38	374
to	20528	3	29

Word	Frequency	Rank	Nth Word
total	548	109	1106
training	273	271	2221
type	209	387	2901
under	645	90	940
unit	280	262	2166
units	175	468	3465
university	187	437	3243
until	272	275	2229
up	766	73	791
upon	423	163	1433
us	859	63	706
use	721	79	841
used	526	116	1153
using	209	388	2901
value	176	466	3446
various	186	439	3260
very	540	113	1123
visit	166	492	3653
want	212	380	2860
was	2301	30	263
water	254	308	2387
way	368	192	1648
we	5280	15	114
week	340	204	1783
weeks	200	409	3032
well	474	143	1279
were	1150	47	527
what	494	134	1227
when	759	75	799
where	336	207	1805
whether	175	469	3465
which	2062	34	294
while	242	326	2506
who	720	80	842
will	5387	14	112
wish	185	443	3278
with	4646	16	130
within	429	158	1413
without	282	258	2150
work	972	55	623
working	283	257	2143
would	2253	31	269
written	220	371	2756
year	1156	45	524
years	516	119	1175
you	5474	12	110
your	3954	21	153

TABLE 3. RANK LISTING OF THE 100 WORDS IN EACH INDUSTRY WITH THE GREATEST DIFFERENCE IN FREQUENCY OF OCCURRENCE WHEN COMPARING EACH INDUSTRY WITH THE GENERAL LIST

INDUSTRY: MANUFACTURING

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
GOAT	.78	.16	.62	388
KETTLE	.78	.16	.62	388
BLEED	1.01	.21	.80	381
COBALT	.86	.18	.68	378
OPENER	.86	.18	.68	378
GALVANIZING	.62	.13	.49	377
RECLAIMING	.62	.13	.49	377
REFRACTORY	.62	.13	.49	377
SAPPHIRE	.62	.13	.49	377
VAPOR	.62	.13	.49	377
CHIPPER	.94	.20	.74	370
EXTINGUISHERS	.94	.20	.74	370
LOCATIONS	.94	.20	.74	370
PEN	.94	.20	.74	370
ACTUATOR	1.40	.30	1.10	367
FLAME	.70	.15	.55	367
HORSEPOWER	.70	.15	.55	367
REEVALUATED	.70	.15	.55	367
CARBIDE	.55	.12	.43	358
GEARS	.55	.12	.43	358
REWORKED	.55	.12	.43	358
SPREADER	.55	.12	.43	358
SYMPOSIUM	.55	.12	.43	358
TOXIC	.55	.12	.43	358
ALLOY	1.64	.36	1.28	356
MERGE	1.64	.36	1.28	356
ROD	1.17	.26	.91	350
BOOKINGS	2.34	.53	1.81	342
DELIVERIES	1.01	.23	.78	339
CARTON	.70	.16	.54	338
FORGING	.70	.16	.54	338
IGNITION	.70	.16	.54	338
CRANE	.78	.18	.60	333
PENS	.78	.18	.60	333
WASHER	.78	.18	.60	333
BOOST	.55	.13	.42	323
COMPUTERIZED	.55	.13	.42	323
DEPRESS	.55	.13	.42	323
FLOATING	.55	.13	.42	323
REENTRY	.55	.13	.42	323
STOCKROOM	.55	.13	.42	323
SUBSTANCES	.55	.13	.42	323
CONTAINERS	1.17	.28	.89	318
REMUNERATION	1.17	.28	.89	318
PLATING	.62	.15	.47	313
FIBER	.86	.21	.65	310
CHAMPIONSHIP	.94	.23	.71	309
VALVES	4.29	1.06	3.23	305
ROLLED	1.01	.25	.76	304
THICKNESS	1.01	.25	.76	304

INDUSTRY: MANUFACTURING

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	Z_DIFF
TONS	5.47	1.60	4.87	304
CHIP	1.32	.33	.99	300
SHIPMENTS	5.46	1.37	4.09	299
ADHESIVE	.78	.20	.58	290
ALUMINUM	1.17	.30	.87	290
BARK	.78	.20	.58	290
COUPLING	.78	.20	.58	290
FACSIMILE	.70	.18	.52	289
QUORUM	1.09	.28	.81	289
TOOLING	.70	.18	.52	289
WHEEL	1.48	.38	1.10	289
BOATS	1.01	.26	.75	288
COMPULSORY	.62	.16	.46	288
DELEGATED	.62	.16	.46	288
EXPRESSLY	.62	.16	.46	288
HEADER	.62	.16	.46	288
WHEELS	.62	.16	.46	288
BOOKING	.94	.25	.69	276
GEAR	.94	.25	.69	276
GRAIN	.86	.23	.63	274
SLIPS	1.71	.46	1.25	272
CONTROLLERS	.78	.21	.57	271
DRYER	.78	.21	.57	271
FARMER	.78	.21	.57	271
CATALYST	.55	.15	.40	267
DETECTORS	.55	.15	.40	267
MATCHES	.55	.15	.40	267
UNLOADING	1.09	.30	.79	263
MACHINERY	1.95	.54	1.41	261
SPARE	1.25	.35	.90	257
CHEMICALS	1.40	.40	1.00	250
DEEP	.70	.20	.50	250
FLYER	.70	.20	.50	250
MOLD	.70	.20	.50	250
PROPRIETARY	.70	.20	.50	250
RETRIEVAL	.70	.20	.50	250
TERRITORY	1.71	.49	1.22	249
ASBESTOS	1.32	.38	.94	247
HAZARDOUS	1.32	.38	.94	247
AUTOMOTIVE	1.48	.43	1.05	244
MANUFACTURE	2.65	.77	1.88	244
REACTOR	.62	.18	.44	244
REORGANIZATION	.55	.16	.39	244
STREAM	.62	.18	.44	244
STRIPPING	.62	.18	.44	244
VISCOSITY	.55	.16	.39	244
LOGGING	.78	.23	.55	239
UNFAVORABLE	.78	.23	.55	239
FORECAST	2.57	.76	1.81	238
FREIGHT	3.35	.99	2.36	238

INDUSTRY: BANKING AND INSURANCE

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
CHECKBOOK	.97	.08	.89	1113
CONCEALMENT	.97	.08	.89	1113
CONQUEST	.97	.08	.89	1113
CORRESPONDENT	.97	.08	.89	1113
CURTAILMENTS	.97	.08	.89	1113
DEPOSITORS	.97	.08	.89	1113
EXPIRY	.97	.08	.89	1113
NONFORFEITURE	.97	.08	.89	1113
ROBBER	.97	.08	.89	1113
SCOPES	.97	.08	.89	1113
SHREDDER	1.56	.13	1.43	1100
ENSEMBLE	2.73	.23	2.50	1087
NONACCRUAL	1.17	.10	1.07	1070
MODIFIER	1.75	.15	1.60	1067
BORROWERS	.58	.05	.53	1060
CONVERTIBLE	.58	.05	.53	1060
CORPORATORS	.58	.05	.53	1060
KINDEST	.58	.05	.53	1060
LAPSES	.58	.05	.53	1060
LENGTHWISE	.58	.05	.53	1060
MORTGAGEE'S	.58	.05	.53	1060
RECORDER'S	.58	.05	.53	1060
STRUCTURING	.58	.05	.53	1060
THEFTS	.58	.05	.53	1060
THIEVES	.58	.05	.53	1060
UNQUALIFIED	.58	.05	.53	1060
THIEF	1.36	.12	1.24	1033
BORROWINGS	.78	.07	.71	1014
DEPOSITOR	.78	.07	.71	1014
GRANDFATHER	.78	.07	.71	1014
PERSISTENCY	2.53	.23	2.30	1000
LAPSE	1.75	.16	1.59	994
TRAVELERS	2.34	.23	2.11	917
ACTUARIAL	.78	.08	.70	875
RENEWALS	1.17	.12	1.05	875
STRAW	.78	.08	.70	875
TELLER	2.73	.28	2.45	875
POLICYHOLDERS	.97	.10	.87	870
UNDERWRITING	2.34	.25	2.09	836
INSTALLMENT	2.14	.23	1.91	830
CURRENCY	1.17	.13	1.04	800
INSUREDS	1.17	.13	1.04	800
TELLERS	1.17	.13	1.04	800
ENDORSEMENT	2.73	.31	2.42	781
AVIATION	1.56	.18	1.38	767
AMBASSADOR	.58	.07	.51	729
CONGREGATION	.58	.07	.51	729
DOCTRINE	.58	.07	.51	729
INSURABILITY	.58	.07	.51	729
MORTGAGOR	.58	.07	.51	729

INDUSTRY: BANKING AND INSURANCE

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
PORTFOLIO	2.14	.26	1.88	723
HEEL	.97	.12	.85	708
ACCIDENTAL	1.56	.20	1.36	680
ACTIVATED	.78	.10	.68	680
CORRECTING	1.17	.15	1.02	680
HEADINGS	1.17	.15	1.02	680
PHONES	.78	.10	.68	680
UMBRELLA	.78	.10	.68	680
UNIFORMS	.78	.10	.68	680
BANKS	4.48	.59	3.89	659
COMBINE	1.36	.18	1.18	656
BRANCHES	1.56	.21	1.35	643
EARNING	1.17	.16	1.01	631
EDITED	1.17	.16	1.01	631
AIRPLANES	.58	.08	.50	625
ALTERATION	.58	.08	.50	625
COLLISION	.58	.08	.50	625
MANUFACTURES	.58	.08	.50	625
MATURING	.58	.08	.50	625
MATURITIES	.58	.08	.50	625
REVERT	.58	.08	.50	625
VENTURES	.58	.08	.50	625
WEIGHTED	.58	.08	.50	625
PAYS	3.31	.46	2.85	620
COVERAGES	1.75	.25	1.50	600
LOANS	8.97	1.34	7.63	569
BROOM	.78	.12	.66	550
CAMPAIGNS	.78	.12	.66	550
DELETION	.78	.12	.66	550
DWELLINGS	.78	.12	.66	550
BODILY	.97	.15	.82	547
LOAN	27.10	4.19	22.91	547
SUCCEED	.97	.15	.82	547
WITHDRAWAL	.97	.15	.82	547
BANKING	3.51	.56	2.95	527
BANK'S	.97	.16	.81	506
BANK	21.06	3.48	17.58	505
WARRANTY	4.09	.68	3.41	501
EQUALS	.78	.13	.65	500
EXPIRES	.78	.13	.65	500
MATURE	.78	.13	.65	500
RESALE	.78	.13	.65	500
YIELDS	.78	.13	.65	500
EXEMPTION	1.36	.23	1.13	491
MATURITY	1.95	.33	1.62	491
COLLATERAL	1.17	.20	.97	485
RIDERS	1.17	.20	.97	485
BOOKLETS	.58	.10	.48	480
BORROWER	.58	.10	.48	480
CREDITING	.58	.10	.48	480

INDUSTRY: WHOLESALE AND RETAIL TRADE

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
AEROSOLS	1.61	.03	1.58	5267
ASSORTMENT	1.61	.03	1.58	5267
CLOVER	1.61	.03	1.58	5267
CONVENES	1.61	.03	1.58	5267
DANGEROUSLY	1.61	.03	1.58	5267
DEMOCRATS	1.61	.03	1.58	5267
HOUSEHOLDS	1.61	.03	1.58	5267
JEWELER	1.61	.03	1.58	5267
LIQUIDATORS	1.61	.03	1.58	5267
MIDLAND	1.61	.03	1.58	5267
ORCHARDS	1.61	.03	1.58	5267
POWDERS	1.61	.03	1.58	5267
RITE	1.61	.03	1.58	5267
SHOPLIFTERS	1.61	.03	1.58	5267
SUBSTANTIATES	1.61	.03	1.58	5267
UNSOLICITED	1.61	.03	1.58	5267
JEWELERS	10.45	.21	10.24	4876
OMELETS	2.41	.05	2.36	4720
PROBATED	2.41	.05	2.36	4720
RETAILER	2.41	.05	2.36	4720
DRIVERS'	3.22	.07	3.15	4500
HONEY	3.22	.07	3.15	4500
VETOES	3.22	.07	3.15	4500
MICRON	5.63	.13	5.50	4231
SEED	8.84	.21	8.63	4110
HAULING	4.02	.10	3.92	3920
SEEDS	4.02	.10	3.92	3920
RETAILERS	6.43	.16	6.27	3919
ADAPTOR	.80	.02	.78	3900
ANNOYED	.80	.02	.78	3900
ANTI	.80	.02	.78	3900
APPROVABLE	.80	.02	.78	3900
BEEHIVE	.80	.02	.78	3900
BOXING	.80	.02	.78	3900
BRIGADE	.80	.02	.78	3900
BROADCASTERS	.80	.02	.78	3900
BURR	.80	.02	.78	3900
CAVITATION	.80	.02	.78	3900
CHECKERS	.80	.02	.78	3900
CHERRIES	.80	.02	.78	3900
CHRONICLE	.80	.02	.78	3900
COBBLERS	.80	.02	.78	3900
COLDEST	.80	.02	.78	3900
COMPUTERIZING	.80	.02	.78	3900
CONFETTI	.80	.02	.78	3900
CONFIDENTIALLY	.80	.02	.78	3900
CONNECTORS	.80	.02	.78	3900
CONSERVED	.80	.02	.78	3900
CONSTABLE	.80	.02	.78	3900
COSMETICS	.80	.02	.78	3900

INDUSTRY: WHOLESALE AND RETAIL TRADE

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
CRAFTSMEN	.80	.02	.78	3900
DAFFODILS	.80	.02	.78	3900
DEALER'S	.80	.02	.78	3900
DEBATED	.80	.02	.78	3900
DECADES	.80	.02	.78	3900
DEFENSIVELY	.80	.02	.78	3900
DEMOS	.80	.02	.78	3900
DETECTIVES	.80	.02	.78	3900
DETERRENT	.80	.02	.78	3900
DIAMOND	.80	.02	.78	3900
DISCIPLINED	.80	.02	.78	3900
DISSATISFIED	.80	.02	.78	3900
DISTRIBUTIVE	.80	.02	.78	3900
DUMB	.80	.02	.78	3900
EMULSION	.80	.02	.78	3900
ENCOUNTERS	.80	.02	.78	3900
ENGRAVING	.80	.02	.78	3900
ENTREES	.80	.02	.78	3900
EVERGREENS	.80	.02	.78	3900
FERNS	.80	.02	.78	3900
FLAW	.80	.02	.78	3900
FRONTAGE	.80	.02	.78	3900
GREENS	.80	.02	.78	3900
GUTTING	.80	.02	.78	3900
HERB	.80	.02	.78	3900
HESITATED	.80	.02	.78	3900
HORTICULTURALLY	.80	.02	.78	3900
HORTICULTURISTS	.80	.02	.78	3900
HOUSEPLANTS	.80	.02	.78	3900
INACTION	.80	.02	.78	3900
INFLUX	.80	.02	.78	3900
INNOVATIVENESS	.80	.02	.78	3900
INTRACTABLE	.80	.02	.78	3900
JOBBERS	.80	.02	.78	3900
JUNKIES	.80	.02	.78	3900
KNIGHTS	.80	.02	.78	3900
LAKESHORE	.80	.02	.78	3900
LAKESHORES	.80	.02	.78	3900
LENIENT	.80	.02	.78	3900
LIFEBLOOD	.80	.02	.78	3900
LIFELONG	.80	.02	.78	3900
LUCKY	.80	.02	.78	3900
LUMBERMEN'S	.80	.02	.78	3900
MAJORING	.80	.02	.78	3900
MALAISE	.80	.02	.78	3900
MANNERED	.80	.02	.78	3900
MARKDOWNS	.80	.02	.78	3900
MECHANICALLY	.80	.02	.78	3900
MEDIAN	.80	.02	.78	3900
MILLIONS	.80	.02	.78	3900

INDUSTRY: EDUCATION AND KINDRED

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
ANGER	.64	.08	.56	700
COMEDY	.64	.08	.56	700
COUNTY'S	.64	.08	.56	700
DECIMALS	1.28	.16	1.12	700
DOUGH	.64	.08	.56	700
EXPRESSIVE	.64	.08	.56	700
INTEGERS	.64	.08	.56	700
LIBRARY'S	.64	.08	.56	700
LICENSURE	.64	.08	.56	700
PHYSIOLOGY	.64	.08	.56	700
REINFORCEMENT	.64	.08	.56	700
UNDERGRADUATE	1.28	.16	1.12	700
WEEDING	.64	.08	.56	700
TEXTBOOK	2.05	.26	1.79	688
PROJECTORS	1.02	.13	.89	685
AIDE	1.79	.23	1.56	678
TREASURER'S	4.73	.61	4.12	675
PUPILS	2.94	.38	2.56	674
ARREARAGE	.77	.10	.67	670
BACTERIOLOGY	.77	.10	.67	670
FELLOWSHIPS	.77	.10	.67	670
FRACTIONS	1.54	.20	1.34	670
HOMEROOM	.77	.10	.67	670
LICE	.77	.10	.67	670
MICROFORM	.77	.10	.67	670
QUIZZES	.77	.10	.67	670
PERIODICALS	1.92	.25	1.67	668
RETEACHING	1.15	.15	1.00	667
STARRING	1.15	.15	1.00	667
TEACHERS'	1.15	.15	1.00	667
DEAN'S	.90	.12	.78	650
DEANS	.90	.12	.78	650
METRIC	.90	.12	.78	650
PERIODICAL	.90	.12	.78	650
PUPILS'	.90	.12	.78	650
SUBTRACTION	.90	.12	.78	650
WORKOUT	.90	.12	.78	650
FACULTY	25.07	3.36	21.71	646
LESSON	3.20	.43	2.77	644
YEAS	2.94	.40	2.54	635
PUPIL	2.05	.28	1.77	632
TEXTBOOKS	2.05	.28	1.77	632
MATHEMATICS	2.56	.35	2.21	631
ALLOTMENTS	.51	.07	.44	629
ARREARAGES	.51	.07	.44	629
CARRELS	.51	.07	.44	629
COPYRIGHT	.51	.07	.44	629
DROOLING	.51	.07	.44	629
ENTOMOLOGY	.51	.07	.44	629
FILMSTRIP	.51	.07	.44	629

INDUSTRY: EDUCATION AND KINDRED

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
HOMECOMING	.51	.07	.44	629
HONORS	.51	.07	.44	629
INTRODUCES	.51	.07	.44	629
LIBRARIANS	.51	.07	.44	629
MICROFORMS	.51	.07	.44	629
PIZZA	.51	.07	.44	629
PROJECTOR	.51	.07	.44	629
SCHOOL'S	.51	.07	.44	629
SHELVING	.51	.07	.44	629
SITTER	.51	.07	.44	629
UNDERGRADUATES	.51	.07	.44	629
LACE	1.66	.23	1.43	622
BUDGETARY	1.15	.16	.99	619
CONTESTS	1.15	.16	.99	619
MATH	1.15	.16	.99	619
TEACHER'S	2.94	.41	2.53	617
LESSONS	2.56	.36	2.20	611
CONCERT	.90	.13	.77	592
MULTIPLICATION	.90	.13	.77	592
PRESCHOOL	.90	.13	.77	592
RESCHEDULE	.90	.13	.77	592
BIOLOGY	1.79	.26	1.53	588
CAMPUS	10.11	1.47	8.64	588
COUPONS	1.79	.26	1.53	588
CURRICULUM	4.86	.71	4.15	585
EXERCISES	4.86	.71	4.15	585
ALUMNI	3.07	.45	2.62	582
AUDIOVISUAL	1.02	.15	.87	580
MICROFICHE	1.02	.15	.87	580
TEACHER	8.57	1.27	7.30	575
COMPUTATIONAL	1.41	.21	1.20	571
LIBRARIES	1.41	.21	1.20	571
DIRECTOR'S	1.54	.23	1.31	570
LIBRARY	17.53	2.67	14.86	557
DEAN	4.09	.63	3.46	549
AIDES	.77	.12	.65	542
BILINGUAL	.77	.12	.65	542
CHANCELLOR	.77	.12	.65	542
CHAIRPERSONS	.64	.10	.54	540
CONCERTS	1.28	.20	1.08	540
CONSORTIUM	.64	.10	.54	540
ENROLLMENTS	.64	.10	.54	540
JUDGING	.64	.10	.54	540
NONPUBLIC	.64	.10	.54	540
SOPHOMORES	.64	.10	.54	540
BOWL	1.79	.28	1.51	539
AIMS	.51	.08	.43	538
COLLEGE'S	1.02	.16	.86	538
COLONIAL	.51	.08	.43	538
COMPETENCE	.51	.08	.43	538

INDUSTRY: PROFESSIONAL SERVICES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	R_DIFF
GENE	.91	.16	.75	469
CORRIDORS	1.19	.21	.98	467
SPINAL	1.19	.21	.98	467
BONES	.73	.13	.60	462
NECK	.73	.13	.60	462
NERVE	.73	.13	.60	462
INSULIN	1.01	.18	.83	461
PAGER	1.01	.18	.83	461
AYES	2.74	.49	2.25	459
PAGERS	2.29	.41	1.88	459
CHIROPRACTIC	1.55	.28	1.27	454
BLADDER	.55	.10	.45	450
EXHAUSTED	.55	.10	.45	450
FETUS	1.10	.20	.90	450
HIGHWAYS	.55	.10	.45	450
JOINS	.55	.10	.45	450
LOBBIES	.55	.10	.45	450
SWEEP	1.10	.20	.90	450
SYNDROME	.55	.10	.45	450
VERTEBRAE	.55	.10	.45	450
VIAL	.55	.10	.45	450
SPINE	.82	.15	.67	447
LESSOR	4.39	.81	3.58	442
AMNIOCENTESIS	.64	.12	.52	433
AUTISTIC	.64	.12	.52	433
BALLOTS	.64	.12	.52	433
BOOKKEEPER	.64	.12	.52	433
CLOSETS	.64	.12	.52	433
FORECLOSE	.64	.12	.52	433
GENETIC	.64	.12	.52	433
LAUNDRY	.64	.12	.52	433
PAGING	.64	.12	.52	433
WAIVING	.64	.12	.52	433
ATTRACTIONS	1.37	.26	1.11	427
RENTS	1.10	.21	.89	424
BORN	.82	.16	.66	413
DRAPES	.82	.16	.66	413
FORECLOSURE	.82	.16	.66	413
TOURISTS	.82	.16	.66	413
AUCTION	3.02	.59	2.43	412
DESTROY	.91	.18	.73	406
DISORDERS	.91	.18	.73	406
CEMENT	3.84	.76	3.08	405
COVENANTS	1.01	.20	.81	405
CARPENTER	1.65	.33	1.32	400
DECLARED	7.50	1.50	6.00	400
AERIAL	.64	.13	.51	392
IMMUNIZATION	.64	.13	.51	392
BUYER	6.31	1.29	5.02	389
BUFF	.73	.15	.58	387

INDUSTRY: PROFESSIONAL SERVICES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
CARPETS	.73	.15	.58	387
PROPORTIONATE	.73	.15	.58	387
STOMACH	.73	.15	.58	387
SURFACES	.73	.15	.58	387
NERVOUS	1.83	.38	1.45	382
DENIES	1.19	.25	.94	376
OWE	1.19	.25	.94	376
DISPUTE	2.10	.45	1.65	367
BEHAVIORAL	.55	.12	.43	358
BLINDS	.55	.12	.43	358
COMPTROLLER	1.83	.40	1.43	358
INCIDENCE	.55	.12	.43	358
QUOTAS	.55	.12	.43	358
RECORDKEEPING	.55	.12	.43	358
ARCHITECTURAL	1.37	.30	1.07	357
ENCROACHMENT	.82	.18	.64	356
SKIN	.73	.16	.57	356
STONE	.82	.18	.64	356
TOILET	.82	.18	.64	356
UNEARNED	.73	.16	.57	356
CIRCUITS	.91	.20	.71	355
ENTRANCES	.91	.20	.71	355
ADOPT	4.39	.97	3.42	353
SOMEBODY	1.10	.25	.85	340
SELLERS	1.01	.23	.78	339
SEMINARY	1.01	.23	.78	339
ARBITRATION	1.74	.40	1.34	335
SELLER	5.21	1.20	4.01	334
ALTERATIONS	.91	.21	.70	333
SHAMPOO	.64	.15	.49	327
NOMINATIONS	1.19	.28	.91	325
ESCROW	1.74	.41	1.33	324
CLINIC	1.10	.26	.84	323
DECALS	.55	.13	.42	323
FELLOWS	.55	.13	.42	323
PARCEL	1.10	.26	.84	323
PRESERVE	.55	.13	.42	323
SUBCONTRACT	.55	.13	.42	323
USABLE	.55	.13	.42	323
MEDICATION	1.37	.33	1.04	315
DEPRECIATION	1.83	.45	1.38	307
DISPUTES	.73	.18	.55	306
REINVESTMENT	.73	.18	.55	306
SITTING	.73	.18	.55	306
ANGLE	.64	.16	.48	300
INTERSECTION	.64	.16	.48	300
PRORATED	.64	.16	.48	300
SHAREHOLDER	.64	.16	.48	300
DEMOLITION	1.10	.28	.82	293
SPECIALTY	1.10	.28	.82	293

INDUSTRY: BUSINESS AND REPAIR SERVICES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	Z DIFF
ANTIQUE	1.99	.03	1.96	6533
APPRAISE	1.99	.03	1.96	6533
BALCONIES	1.99	.03	1.96	6533
BUGS	1.99	.03	1.96	6533
EXCURSION	1.99	.03	1.96	6533
FLASHINGS	1.99	.03	1.96	6533
GRANTORS	1.99	.03	1.96	6533
ISLANDS	1.99	.03	1.96	6533
KNOB	1.99	.03	1.96	6533
LAYERS	1.99	.03	1.96	6533
PLY	1.99	.03	1.96	6533
PRERESERVE	1.99	.03	1.96	6533
PRERESERVED	1.99	.03	1.96	6533
WORRIES	1.99	.03	1.96	6533
COMMISSARY	2.99	.05	2.94	5880
DEFROST	2.99	.05	2.94	5880
SHEETROCK	2.99	.05	2.94	5880
SKI	2.99	.05	2.94	5880
BUFFER	5.97	.10	5.87	5870
ABSURD	1.00	.02	.98	4900
AGENTS'	1.00	.02	.98	4900
ALARMED	1.00	.02	.98	4900
ANTIQUES	1.00	.02	.98	4900
AUTHENTIC	1.00	.02	.98	4900
BIRCH	1.00	.02	.98	4900
BURNS	1.00	.02	.98	4900
CARRIAGE	1.00	.02	.98	4900
CATCHES	1.00	.02	.98	4900
CHIMNEY	1.00	.02	.98	4900
COMMENTING	1.00	.02	.98	4900
CORRELATING	1.00	.02	.98	4900
COSTWISE	1.00	.02	.98	4900
CREATIVELY	1.00	.02	.98	4900
DECORATE	1.00	.02	.98	4900
DEFROSTED	1.00	.02	.98	4900
DINERS	1.00	.02	.98	4900
DISUSE	1.00	.02	.98	4900
ESTHETIC	1.00	.02	.98	4900
EXPEDIENTLY	1.00	.02	.98	4900
FIRMER	1.00	.02	.98	4900
FRIENDLINESS	1.00	.02	.98	4900
FROST	1.00	.02	.98	4900
FROSTLESS	1.00	.02	.98	4900
GOVERNANCE	1.00	.02	.98	4900
GRASSCLOTH	1.00	.02	.98	4900
HOLLOW	1.00	.02	.98	4900
HOPPING	1.00	.02	.98	4900
HOUSEWARMING	1.00	.02	.98	4900
HUMMING	1.00	.02	.98	4900
INEFFECTIVELY	1.00	.02	.98	4900

INDUSTRY: BUSINESS AND REPAIR SERVICES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	A_DIFF
INEVITABLE	1.00	.02	.98	4900
LAWFULLY	1.00	.02	.98	4900
LIGHTED	1.00	.02	.98	4900
LOVER	1.00	.02	.98	4900
MAINFRAME	1.00	.02	.98	4900
MASTERPIECE	1.00	.02	.98	4900
MELTS	1.00	.02	.98	4900
MEND	1.00	.02	.98	4900
MOPPING	1.00	.02	.98	4900
MORTAR	1.00	.02	.98	4900
NAIL	1.00	.02	.98	4900
NEWSPRINT	1.00	.02	.98	4900
NONDISCLOSURE	1.00	.02	.98	4900
NONSMOKING	1.00	.02	.98	4900
OBSTRUCTING	1.00	.02	.98	4900
PASSENGER'S	1.00	.02	.98	4900
PENETRATIONS	1.00	.02	.98	4900
PICKLES	1.00	.02	.98	4900
PREBOARD	1.00	.02	.98	4900
PROFILES	1.00	.02	.98	4900
QUARANTINE	1.00	.02	.98	4900
RECONCILE	1.00	.02	.98	4900
RECONDITIONED	1.00	.02	.98	4900
REGISTERS	1.00	.02	.98	4900
RELIGHTING	1.00	.02	.98	4900
RELOCATIONS	1.00	.02	.98	4900
REROOF	1.00	.02	.98	4900
REROOFED	1.00	.02	.98	4900
RESELL	1.00	.02	.98	4900
RESEMBLE	1.00	.02	.98	4900
RESIT	1.00	.02	.98	4900
ROWS	1.00	.02	.98	4900
SAMPLINGS	1.00	.02	.98	4900
SEPARATIONS	1.00	.02	.98	4900
SERENE	1.00	.02	.98	4900
SNAPPY	1.00	.02	.98	4900
SOLVES	1.00	.02	.98	4900
STUFFED	1.00	.02	.98	4900
SUBSTANTIATING	1.00	.02	.98	4900
SURNAME	1.00	.02	.98	4900
TELEVISIONS	1.00	.02	.98	4900
THANKFULLY	1.00	.02	.98	4900
UNEQUIPPED	1.00	.02	.98	4900
UNINTERRUPTED	1.00	.02	.98	4900
UNLEADED	1.00	.02	.98	4900
UNPREPARED	1.00	.02	.98	4900
VACCINATION	1.00	.02	.98	4900
WILDLY	1.00	.02	.98	4900
WORKMEN	1.00	.02	.98	4900
WOVE	1.00	.02	.98	4900

INDUSTRY: TRANSPORTATION, COMMUNICATIONS, AND UTILITIES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
SUBSTATION	2.16	.20	1.96	980
APPRENTICES	.86	.08	.78	975
AUTHENTICATING	1.29	.12	1.17	975
AVOIDANCE	.86	.08	.78	975
CAPACITORS	.86	.08	.78	975
DISCONNECTS	.86	.08	.78	975
EVICTION	1.29	.12	1.17	975
KILOWATT	1.29	.12	1.17	975
MAPS	1.29	.12	1.17	975
TOBACCO	1.29	.12	1.17	975
TYPED	6.47	.64	5.83	911
APPRENTICESHIP	1.51	.15	1.36	907
CARGO	2.80	.28	2.52	900
SPACED	1.29	.13	1.16	892
BREAKER	3.02	.31	2.71	874
DICTIONARY	1.94	.20	1.74	870
GENERATING	1.73	.18	1.55	861
PARISHES	1.51	.16	1.35	844
ACCUMULATION	.65	.07	.58	829
AIRBORNE	.65	.07	.58	829
APRON	.65	.07	.58	829
CONSERVING	.65	.07	.58	829
DRIFT	.65	.07	.58	829
FRAMING	.65	.07	.58	829
IMPACTS	.65	.07	.58	829
INTER	.65	.07	.58	829
PLANNER	.65	.07	.58	829
REPOSSESS	.65	.07	.58	829
REVOLUTIONS	.65	.07	.58	829
SALMON	.65	.07	.58	829
SPORTS	.65	.07	.58	829
STRAINER	.65	.07	.58	829
WEATHERIZATION	.65	.07	.58	829
ZONED	.65	.07	.58	829
LANDLORD	1.94	.21	1.73	824
AMBER	1.08	.12	.96	800
DISTRICT'S	1.08	.12	.96	800
OPERATIVE	1.08	.12	.96	800
CONSERVE	1.73	.20	1.53	765
POSTING	2.59	.30	2.29	763
APPRENTICE	.86	.10	.76	760
DISPOSABLE	.86	.10	.76	760
LADDER	.86	.10	.76	760
RELAY	2.37	.28	2.09	746
COOPERATIVES	1.94	.23	1.71	743
SURVEYED	1.51	.18	1.33	739
CONSIGNMENT	1.08	.13	.95	731
FLASHING	1.08	.13	.95	731
OCCUPATIONAL	1.08	.13	.95	731
SUCCESSOR	1.08	.13	.95	731

INDUSTRY: TRANSPORTATION, COMMUNICATIONS, AND UTILITIES

WORDS	OCCURRENCES PER 10,000 WORDS INDUSTRY	TOTAL	DIFF	% DIFF
BREAKERS	1.08	.08	1.00	1250
CONTESTANT	1.08	.08	1.00	1250
DICTATOR'S	1.08	.08	1.00	1250
TENANCIES	2.16	.16	2.00	1250
DEPICTS	1.73	.13	1.60	1231
TRENCH	2.37	.18	2.19	1217
ARMOR	4.96	.38	4.58	1205
AQUATIC	.65	.05	.60	1200
CHLORINATION	.65	.05	.60	1200
DICTATOR	.65	.05	.60	1200
ELECTRIFICATION	.65	.05	.60	1200
ENUMERATE	.65	.05	.60	1200
MANNED	.65	.05	.60	1200
MULTIPROJECT	.65	.05	.60	1200
NONAUTOMATIC	.65	.05	.60	1200
ORGANISMS	.65	.05	.60	1200
RECLAIMER	.65	.05	.60	1200
RECLOSING	.65	.05	.60	1200
REESTABLISH	.65	.05	.60	1200
SALUTATION	.65	.05	.60	1200
SAMPLER	.65	.05	.60	1200
SCOPING	.65	.05	.60	1200
SUBDIVIDER	.65	.05	.60	1200
TRENCHING	.65	.05	.60	1200
UNDERLINES	.65	.05	.60	1200
ANGELS	1.29	.10	1.19	1190
CLAMS	1.29	.10	1.19	1190
CRAFT	1.51	.12	1.39	1158
INDENTURE	2.59	.21	2.38	1133
SENSOR	2.59	.21	2.38	1133
CONCEPTUAL	.86	.07	.79	1129
EMISSIONS	.86	.07	.79	1129
FARMS	.86	.07	.79	1129
MASKS	.86	.07	.79	1129
PEAKING	.86	.07	.79	1129
POLES	.86	.07	.79	1129
SHIPPERS	.86	.07	.79	1129
SHORTFALL	.86	.07	.79	1129
STENOGRAPHIC	.86	.07	.79	1129
SITING	7.12	.58	6.54	1128
DISCONNECT	1.73	.15	1.58	1053
SUBPARAGRAPH	1.73	.15	1.58	1053
TENANCY	4.96	.43	4.53	1053
FISH	2.37	.21	2.16	1029
TARIFF	2.59	.23	2.36	1026
CLAM	1.08	.10	.98	980
DOWNSTREAM	1.08	.10	.98	980
EMISSION	3.24	.30	2.94	980
GASEOUS	1.08	.10	.98	980
NUCLEAR	3.24	.30	2.94	980

LIST OF SEXIST WORDS USED IN BUSINESS WITH SUGGESTED SYNONYMS

Sexist Word	Synonym
administratrix	administrator
airman	official designation of U.S. Air Force; no synonym
alumnae	alumnus
anchorman	moderator
busboy	dining-room assistant
businessman	executive
businessmen	executives
chairman	chairperson; chair
chairmanship	chairpersonship
chairman's	chairperson's
chairmen	chairpersons
chairwoman	chairperson
choirmaster	choir director
clergymen	member of the clergy
cochairman	cochairperson
committeeman	committee member
committeemen	committee members
Congressman	Representative
Congressmen	Representatives
councilman	council member
councilmen	council members
craftsmanship	artisanship; skill
craftsmen	artisans
fishermen	fisher
foreman	head; chief
foremanship	position as head or chief
foreman's	head's; chief's
foremen	heads; chiefs
freshman	novice; student in his first year
gal	acceptable if used in "guys and gals; otherwise, avoid
gentleman	acceptable if used to refer to a specific male; not acceptable in "the gentleman who will fill this position" (change to "person")
gentlemen	ladies and gentlemen (when used in salutation)
hostess	entertainment director; sponsor; (or reword)
hostesses	same as above
lumbermen's	lumber worker's
maid	domestic helper
mailman	letter carrier
manmade	synthetic; made by humans
manned	operated
manning	operating
manpower	human power
man's	acceptable if used to refer to a specific male; otherwise, use "person's"
patrolman	patrol officer
repairman	repairer, repair person
salesman	salesperson; sales representative

salesmen	salespeople; sales representatives
salesmen's	salespeople's; sales representatives'
showmanship	knack for dramatic presentation
spokesman	spokesperson; representative
unmanned	vacant; not operated
waiter	dining-room worker
waitress	dining-room worker
watchmen	guards
workmanlike	skillful
workmanship	artisanship; skill
workman's	worker's
workmen	workers
workmen's	workers'

NOTE: Some of the above words would not be considered sexist if used to refer to a specific person; it is only their use in a generic sense that would be considered sexist.

FEATURES OF WRITTEN BUSINESS COMMUNICATIONS

ARIZONA STATE UNIVERSITY DR. SCOT OBER TEMPE, AZ 85281

As part of a larger study of the word frequency of written business communications (Scot Ober, The Basic Vocabulary of Written Business Communications, Research Project 81-902-111-03, funded by the Arizona Department of Education, Phoenix, Arizona, 1981), over 2,500 letters, memorandums, and business reports typed in a nationwide random sample of business offices were collected. A subsample of these documents, consisting of 500 letters, 300 memorandums, and 200 reports, were examined to determine the physical features of written business communications.

LETTERS (N = 500)

1. Size of Stationery

8½ by 11	97%
Smaller	3
	100%

2. Size of Type

Elite	72%
Pica	28
Proportional spacing	0
	100%

3. Letter Style

Blocked (modified blocked)	72%
Full blocked (blocked)	24
Other	3
	99%

4. Punctuation

Standard	93%
Open	4
Other	3
	100%

5. Paragraph Indication

Blocked	70%
Indented	30
	100%

6. No. of Pages

1	84%
2	12
3 or more	4
	100%

7. No. of Paragraphs

1-2	20%
3-4	46
5 or more	33
	99%

8. No. of Words in Body

1-100	29%
101-200	40
201-300	17
301 or more	15
	101%

9. Line Length

50 spaces	10%
60	35
70	42
More than 70	12
	99%

10. Attention Line

Included	12%
Location:	
Before salutation	97%
After salutation	0
Other	3
	100%
Format:	
Initial caps--not undlnd.	61%
Solid caps--not undlnd.	35
Initial caps--undlnd.	3
	99%
Placement:	
Left margin	77%
Indented	15
Centered	8
	100%
Punctuation:	
Colon after	100%

11. Subject Line

Included	28%
Location:	
Before salutation	82%
After salutation	11
Other	7
	100%
Format:	
Initial caps--not undlnd.	70%
Solid caps--not undlnd.	24
Initial caps--Undlnd.	6
	100%
Placement:	
Left margin	57%
Centered	23
Indented	20
	100%
Wording:	
Re or In Re	58%
Subject	14
No heading title	25
Other	3
	100%

12. Complimentary Closing

Sincerely	53%
Very truly yours	20
Sincerely yours	9
Other	17
None	2
	101%

13. Reference Initials

Both signer's and typist's	55%
Typist's only	27
No reference initials	18
	100%

14. Optional Features

Signer's title in closing	78%
Copy notation	34
Enclosure notation	33
Company name in closing	20
Enumeration in body	12
BCC notation	7
Display lines in body	5
Table in body	2
Postscript notation	2

MEMORANDUMS (N = 300)

15. Size

Full sheet	95%
Half sheet	5
	100%

16. Form

Special memorandum form	45%
Letterhead stationery	29
Plain paper	27
	101%

17. Paragraph Indication

Blocked	87%
Indented	13
	100%

REPORTS (N = 200)

18. No. of Pages

1	77%
2	15
3 or more	9
	101%

19. No. of Paragraphs

1-2	11%
3-4	40
5 or more	49
	100%

20. No. of Words in Body

1-100	20%
101-200	26
201-300	22
301 or more	32
	100%

21. Line Length

50 spaces	2%
60	18
70	51
More than 70	29
	100%

22. Heading Data Placement

All items at left	57%
Items at left and right	43
	100%

23. Left Margin

Same as for heading	84%
Different from heading	16
	100%

24. Optional Features

Enumerations in body	34%
Copy notation	33
Enclosure/attachment notation	17
Report headings in body	11
Display lines in body	8
Table in body	5

25. Topic of Report

Company policy or procedures	25%
Minutes of meeting	16
Announcement	13
Status report	10
Legal document	7
Newsletter	4
Other	26
	101%

26. Spacing

Single	73%
Double	25
Other	2
	100%

27. Paragraph Indication

Blocked	65%
Indented	35
	100%

28. No. of Pages

1	36%
2	29
3	8
4 or more	27
	100%

29. Line Length

50 spaces or fewer	4%
60	28
70	37
More than 70	32
	101%

30. Top Margin

4 or fewer lines at top	28%
5-7	38
8-10	17
11-13	10
14 or more	7
	100%

31. Report Title Format

Solid caps--not undlnd.	74%
Solid caps--undlnd.	11
Other	9
Not included	6
	100%

32. First-Degree Subheadings

Included	48%
Placement:	
Left margin	73%
Centered	25
Other	2
	100%
Format:	
Solid caps--undlnd.	54%
Initial caps--undlnd.	29
Other	17
	100%

33. Second-Degree Subheadings

Included	9%
Not included	91
	100%

34. Optional Features

Enumerations	35%
Display lines	7
Tables	7
Footnotes	1

500 MOST FREQUENTLY USED WORDS IN BUSINESS COMMUNICATIONS

LESSON 1

date
day
made
may
me
meet
name
need
safety
same
see

LESSON 2

air
even
feel
file
final
free
he
here
high
home
know
leave
life
line
loan
meeting
might
more
my
no
note
or
rate
rates
right
site
so
total
training

LESSON 3

a
able
am
an
are
at
based
days
have
having
hope
hours
I
in
it
its
least
most
needs
not
our
paid
pay
people
place
please
premium
price
proposed
provide
sales
type
well
will

LESSON 4

care
case
course
do
due
during
group
include
including
increase
keep
like
local
make
new
room
school
specific
take
taken
to
way
we
week
weeks
while
who

LESSON 5

act
activities
again
approval
approved
as
asked
back
balance
been
benefits
best
better
both
but
can
cannot
city
data
did
effective
energy
fact
federal
first
gas
get
give
given
had

has
health
help
her
him
his
if
is
last
less
let
letter
level
list
market
material
materials
matter
member
members
notice
of
past
plan
planning
plans
proposal
said
service
set
since
staff
still
telephone
test
that
the
then
these
those
through
visit
with
you
your

LESSON 7

all
attached
call
change
changes
charge
check
college
copies
copy
cost
costs
each
following
hospital
insurance
involved
job
law
major
off
offer
office
on
operating
page
policies
policy
problem
problems
project
property
shall
she
show
stock
sure
water

LESSON 8

be
because
before
being
believe
below
by
for
good
only
their
there
therefore
they
this
which
would

LESSON 9

action
application
corporation
education
location
motion
national
operation
operations
position
section

LESSON 10

basis
center
current
currently
end
event
find
into
inventory
necessary
plant
process
processing
sent
services
want

LESSON 11

after
and
board
building
could
field
from
held

record
records
send
should
them
were
when

LESSON 13

above
coverage
does
enclosed
full
just
look
must
number
order
orders
product
production
products
soon
status
thank
up
upon
us
was
work
working

LESSON 14

audit
between
credit

incorporated
included
indicated
needed
provided
related
study

LESSON 15

about
any
available
business
one
payable
possible
receive
received
recent
research
response
than
think
value
what

LESSON 16

manager
many
month
monthly
months
point
year
years

LESSON 17

company

decision
design
director
directors
important
next
per
percent
person
personal
personnel
purchase
purpose
where

LESSON 19

agreement
department
equipment
financial
management
opportunity
part
payment
present
review
special
unit
units
university
use
used
using

LESSON 20

account
accounting

accounts
amount
another
committee
complete
completed
computer
concerning
considered
construction
contact
contract
control
council
county
down
either
how
now
other
power
whether

LESSON 21

assistance
attend
every
maintenance
out
outside
president
several
student
students
very
without

written

LESSON 22

customers
item
items
system
systems

LESSON 23

appreciate
appropriate
area
areas
association
development
division
general
organization
over
time
question
questions

LESSON 25

request
requested
state
statement
under
wish

LESSON 26

engineering
prior
until

LESSON 27

addition
additional
bank
commission
conditions
long
regarding
subject

LESSON 28

budget
come
done
funds
income
much
second
some
such
tax

LESSON 29

existing
expense
experience
medical
public

LESSON 31

annual
future
individual
procedure
procedures
schedule
scheduled

LESSON 32

also
although
discuss
discussed
district

LESSON 33

form
forms
further
information
performance

LESSON 34

determine
report
reports
return
support
term
terms

LESSON 35

interest
interested
meetings
savings

LESSON 37

approximately
employee
employees
employment
period
various

LESSON 38

security
submitted

LESSON 39

faculty
quality
responsibility

LESSON 40

require
required
requirements

LESSON 43

community
continue

LESSON 45

forward
result
results

LESSON 46

however
program
programs
within

SOURCE: Scot Ober, *The Basic Vocabulary of Written Business Communications*, Research Project 81-902-111-03, Phoenix: Arizona Department of Education, 1981.

SHORTHAND DRILLS ON THE 100 MOST FREQUENTLY USED WORDS

1-25

We will be at your meeting with most of the plans for our new office and factory. Are you sure this is[1] satisfactory, or do you want me to be there earlier? As I have a meeting with Jim that day in my office, I[2] will have to leave by noon. (44 words)

26-50

It was an error to plan the meeting so early. Any other time of the year would be better if all the[1] other people were going to be there also. Can their meeting be changed from May to June or July if the new[2] program has not been printed? Please see which of these dates should be chosen. (52 words)

51-75

My office is in the sales department of our company, but I work some part of each day in the service[1] department. They shall be meeting us there at one. He wants me to give him more information on the new system when[2] we do meet. I told him that no such plans have been made up. (50 words)

76-100

The date of his report on our plan for new insurance services must have been sometime during the last month or[1] so. In order for them to use these services, the cost for the number of employees who will benefit in their one area[2] only must be under $200. Following through on his report, my letter[3] about the plan had to have gone out no later than the next week. (71 words)

NOTE: Superior numbers mark off 20-word groups.

SPELLING PROBLEMS IN THE TOP 1,500 MOST FREQUENTLY USED WORDS

absence
accept
acceptable
acceptance
access
accordance
address
adequate
adjustment
administrative
advertising
advise
agenda
agreement
almost
already
among
analysis
annual
applicable
appointment
appropriate
approximately
article
assessment
assignment
assistance
attendance
attention
authorized
available
basis
beginning
believe
brochure
budget
business
calendar
campaign
cannot
capital
cause
certificate
chairman
chief
choice
circumstances
client
college
coming
commercial
commission
commitment
committee
complete
computer
concern
conference
contract
convenience
conversion
cooperation
corporation
correspondence
council
counsel
current
customer
decision
described
description
develop
development
director
distribution
document
economic
education
effect
either
elementary
eligible
eliminate
emergency
emphasis
employee
employer
enclosed
envelope
equipment
especially
establish
exceed
excellent
except
expense
experience
extension
extremely
facilities
financial
foreign
forward
freight
government
handled
immediate
immediately
independent
individual
industry
initial
installation
interest
inventory
its
it's
knowledge
laboratory
length
library
maintenance
management
material
maximum
medical
memorandum
minimum
mortgage
motor
necessary
notice
opportunity
option
organization
original
outstanding
paid
participate
particularly
percent
permanent
personal
personnel
phase
planning
positive
practice
premium
previous
principal
probably
procedure
processing
progress
purchase
really
reasonable
receipt
receive
recently
recognized
recommend
recommendation
reference
referred
renewal
representative
requirement
response
responsibility
responsible
salary
schedule
secretary
security
separate
settlement
shipment
shipping
significant
similar
somewhat
source
specifications
statement
stockholders
submitted
substantial
successful
sufficient
supervisor
survey
their
there
throughout
title
too
until
usually
various
vehicle
volume
whether
writing

1' TIMED WRITINGS ON THE 100 MOST FREQUENTLY USED WORDS

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TYPING DRILL ON PREFIXES AND SUFFIXES

TION	1. information questions additional section corporation action	12
	2. construction motion association location operation national	24
	3. education application question position production addition	36
ING	4. building during following being having accounting operating	12
	5. meeting working training planning concerning using existing	24
	6. including processing meetings sending engineering regarding	36
RE	7. review required request received relate requirements record	12
	8. requested records receive reports require results regarding	24
	9. result responsibility research recent related report return	36
	1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12	
IN	10. interest include increase individual indicated incorporated	12
	11. insured involved inventory information insurance interested	24
PRO	12. program provided problems property prod proposed procedures	12
	13. problem products programs production proposal processed pro	24
	1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12	
FOR	14. for forms information forward therefore before effort force	12
BE	15. be because been before being between believe below benefits	24
COM	16. company committee completed commission computer recommended	36
CON	17. controls contracts contact continue construction considered	48
DE	18. department shipment management employment agreement payment	60
PER	19. personnel percent personal performance person permanent per	72
DI	20. division director directors district discussed distinct did	84
	1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12	